



profile "customer service representative"

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[M Culnan](#)[T Fawcett](#)[S Rosen](#)[P Armstrong](#)[F Provost](#)

System for managing customer orders and method of implementation - group of 4 »

CM Wojcik, PA Pretto, J Courier, B Morrow, JR ... - US Patent 5,758,329, 1998 - Google Patents

... 1 ITL • CARRIER PROFILE/S • ACTUAL FREIGHT RA • SHIPMENT

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Information Privacy Concerns, Procedural Fairness, and Impersonal Trust: An Empirical Investigation - group of 4 »

MJ Culnan, PK Armstrong - Organization Science, 1999 - JSTOR

... for determining if significant differences exist between the **profiles** of two ... all employees, there is a risk that a **customer service representative** or product ...

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System and method for automated remote previewing and purchasing of music, video, software, and ... - group of 3 »

WE Bernard, PA Jacobson - US Patent 5,918,213, 1999 - Google Patents

... The use of a membership **profile** with important customer information facilitates the automation of the process and minimizes the amount of times a repeat ...

Cited by 76 - [Related Articles](#) - [Web Search](#)

Method and system for transferring calls and call-related data between a plurality of call centers - group of 6 »

MD Hurd, MJ Maloney, BL Hitson, DT McCalmont - US Patent 5,937,051, 1999 - Google Patents

... for "contact control server," (6) CSR for "**customer service representative**," (7)

CTI ... simultaneous voice/data coordination, (2) customer **profile**/history screen ...

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Adaptive Fraud Detection - group of 13 »

T Fawcett, F Provost - Data Mining and Knowledge Discovery, 1997 - Springer

... being used on an account, the monitors each **profile** the account. ... is a disagreement about the fraud span, the **customer service representative** usually concedes ...

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Customer relationship leadership: a leadership and motivation model for the twenty-first century ... - group of 4 »

J Galbreath - The TQM Magazine, 1999 - emeraldinsight.com

... after-sale service and support based on customer **profile** data ... customer databases across business lines, the mortgage **customer service representative** would have ...

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Electronic-monetary system - group of 6 »

SS Rosen - US Patent 5,920,629, 1999 - Google Patents

Page 1. United States Patent US005920629A [ii] Patent Number: [45] Date of

Considered
titles and
abstract

Patent: Rosen [54] ELECTRONIC-MONETARY SYSTEM [75] Inventor ...
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Automatic generation of private authentication key for wireless communication systems - group of 5 »

S Mizikovsky, G Anderson, P Douma, M Akahane, H ... - US Patent 5,794,139, 1998 - Google Patents

... the installer of the mobile station, subscriber **profile**, public authentication variables. J5 station informs the **customer service representative** of the ...

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Online simultaneous/altering-audio/video/voice data based service and support for computer systems - group of 2 »

B Bakoglu, P Saxena - US Patent 5,983,369, 1999 - Google Patents

... This allows a **customer service representative** and a user having a com -puter problem to communicate more effectively and solve the problem. ...

[Cited by 21](#) - [Related Articles](#) - [Web Search](#)

Automated travel service management information system - group of 3 »

WL Flake, K Kambhampaty, SB Molsberry, GB Clem - US Patent 5,832,451, 1998 - Google Patents

... The method generates a business entity **profile** and individual **profile** for customers (1004, 1006), and stores the information in a relational database. ...

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